

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: AT&T Corp.

U#: U-5002-C

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/15/2017)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of service orders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Avg. # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of installation commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of installation commitment missed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Customers	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Acct # for voice or bundle, res+bus	N/A	N/A	N/A	N/A	N/A	N/A	403	396	384	399	383	379	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	*	*	*	*	*	*	*	*	*	*	*	
		Total # of trouble reports	*	*	*	*	*	*	*	*	*	*	*	
		% of trouble reports	*	*	*	*	*	*	*	*	*	*	*	
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	*	*	*	*	*	*	*	*	*	*	*	
		Total # of trouble reports	*	*	*	*	*	*	*	*	*	*	*	
		% of trouble reports	*	*	*	*	*	*	*	*	*	*	*	
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	448	443	430	420	416	411	403	396	384	399	383	379
		Total # of trouble reports	6	8	39	9	7	7	1	4	3	5	4	28
		% of trouble reports	1.3%	1.8%	9.1%	2.1%	1.7%	1.7%	0.2%	1.0%	0.8%	1.3%	1.0%	7.4%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	4	29	9	4	7	1	1	2	3	1	24	
	Total # of repair tickets restored in ≤ 24hrs	0	3	29	8	3	4	1	1	2	3	0	24	
	% of repair tickets restored ≤ 24 Hours	0.0%	75.0%	100.0%	88.9%	75.0%	57.1%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	41:35	64:52	73:05	155:55	55:35	130:14	6:7	22:43	5:22	14:14	43:55	58:29	
	Avg. outage duration (hh:mm)	41:35	16:13	2:31	17:19	13:54	18:36	6:7	22:43	2:41	4:45	43:55	2:26	
Indicate if catastrophic event is in month														
Unadjusted Out of Service Report	Total # of outage report tickets	N/A	N/A	N/A	N/A	N/A	N/A	2	1	4	4	1	28	
	Total # of repair tickets restored in ≤ 24hrs	N/A	N/A	N/A	N/A	N/A	N/A	2	1	4	4	0	27	
	% of repair tickets restored ≤ 24 Hours	N/A	N/A	N/A	N/A	N/A	N/A	100.0%	100.0%	100.0%	100.0%	0.0%	96.4%	
	Sum of the duration of all outages (hh:mm)	N/A	N/A	N/A	N/A	N/A	N/A	7:12	22:43	7:16	16:8	43:55	126:29	
Avg. outage duration (hh:mm)														
Refunds	Number of customers who received refunds	N/A	N/A	N/A	N/A	N/A	N/A	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	
	Monthly amount of refunds	N/A	N/A	N/A	N/A	N/A	N/A	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	
	Total # of call seconds to reach live agent	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	
	% ≤ 60 seconds	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase
		Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Not Due this Quarter	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase

Primary Utility Contact Information

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Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

AT&T Notes
Results for Residential services and certain business services not included because AT&T Corp. is not providing the underlying facilities for these services.